

REMARKS/ARGUMENTS

Status of the Claims

In the Final Office Action mailed May 12, 2009, claims 1-11, 13-25, and 27-40 were pending in the application. Claims 1, 2, 5, 7, 13, and 27 are amended. No new claims have been added or canceled. Therefore, claims 1-11, 13-25, and 27-40 are present for examination. No new matter has been added by these amendments. Claims 1, 13, and 27 are independent claims. Applicants respectfully request reconsideration of this application as amended.

Interview Summary

Applicants would like to thank the Examiner Khai Nguyen and Examiner Ahmad Matar for their time during the phone interview on August 4, 2009. Examiners Matar and Nguyen and Applicants' representative, Tadd Wilson, discussed the current rejection to clarify the issues at hand, discussed possible additions to the claims, and differences between the cited art and the present claims. The changes discussed are some of the changes included in the current amendments. As agreed in the interview, the claim amendments overcome the present obviousness rejection. Again, Applicants appreciate the Examiner's attention and assistance.

Rejections Under 35 U.S.C. §101

Claims 13-25 and 40 were rejected under 35 U.S.C. §101 as not falling within one of the four statutory categories of invention. Amendments to claim 13 render this rejection moot. Applicants respectfully request that the Examiner withdraw this rejection.

Rejections Under 35 U.S.C. §103

Claims 1-11, 13-25 and 27-40 were rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,829,348 to Schroeder et al. ("Schroeder") in view of U.S. Publication No. 2004/0109555 to Williams ("Williams"). Applicants respectfully traverse the obviousness rejection. As explained in the interview summarized above, the amended claims overcome the present obviousness rejection.

Missing Limitation: "wherein two or more contacts are related when the contacts involve a common customer and at least one of a group consisting of a common subject matter and a common purpose"

To reiterate some of the discussion in the interview, the Examiner has stated that Schroeder does not show two or more contacts (emails, instant messages, phone calls, etc.) that

are deemed related by both a common customer and either a common subject or a common purpose. *See Office Action*, dated May 12, 2009, p. 5. The Examiner instead relies on the disclosure of the Williams reference. *See Office Action*, dated May 12, 2009, p. 6. The section of Williams relied upon by the Examiner is as follows:

Referring now to FIG. 3, the method 300 begins at step 305 and continues to step 310 where call routing system 60 receives a repair call from a subscriber or calling party. At step 315, the call routing system 60 determines the status of the calling party. That is, the call routing system 60 determines whether the caller is a first time caller or a repeat caller to the repair call center. The step of determining whether the calling party is a first time caller or a repeat caller is described in detail in FIGS. 4-5 below.

Williams, ¶ [0033].

However, the section that actually described FIG. 4 provides a more pertinent description. Williams states:

[0037] Referring now to FIG. 4, the method 400 starts at step 545 and continues to step 410 where the call routing system 60 identifies identification data associated with the calling party. The identification data may represent information provided by the telecommunications network caller ID service, such as the telephone number of the calling party.

[0038] At step 415, once the call routing system 60 has identified identification data associated with the calling party, the call routing system 60 queries customer database 70 for customer data matching the identification data. As described in the description of FIG. 2, the customer database 70 may contain the name and telephone number of subscribers who have previously reported a problem to call center 50.

[0039] At step 420, the call routing system 60 determines if the identification data matches customer data in the customer database 70. If the call routing system 60 determines that the identification data does not match any of the customer data in the customer database 70, the call routing system 60 determines that the status of the calling party is a first time caller at step 425. The call routing system 60 then routes the call to a designated CSA group (CSA group 91, for example) for receiving first time callers. The call routing system 60 may also store the identification data associated with the first time caller as new customer data in the customer database 70 at step 430.

[0040] At step 435, *if call routing system 60 determines that the identification data does match customer data in the customer database 70, the call routing system 60 determines that the calling party is a repeat caller and routes the call to a designated CSA group (CSA group 92, for example) for receiving repeat callers. The method 400 then ends at step 499.*

Here, Williams only matches customer identity data. Williams does not mention correlating purpose or subject matter data of the current call with the same data for a previous call. As such, Williams can determine repeat callers but not repeat contacts about the same issue. Thus, Williams also does not show this claim element. Therefore, Applicant's respectfully request the Examiner to withdraw this rejection and allow the claims.

CONCLUSION


In view of the foregoing, Applicants believe all claims now pending in this Application are in a condition for allowance. The issuance of a formal Notice of Allowance at an early date is respectfully requested. Applicants do not acquiesce to any objection, rejection, or argument not specifically addressed herein. Rather, the Applicants believe the amendments and arguments contained herein overcome all objections, rejections, or arguments.

If the Examiner believes a telephone conference would expedite prosecution of this application, please telephone the undersigned at (303) 863-2987.

Respectfully submitted,

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